Read our Blog: http://123-reg.co.uk/blog

View our support site: http://123-reg.co.uk/support

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Contents

How do I get my own personalised email address?

If you wish to set up a personalised email address, then the first thing you need to do is purchase a domain name. For help and information on selecting and purchasing a domain name, please view our **Getting Started** guide available in the **Downloadable Guides** section of the [123-reg support site](#).

Once you have your domain name with 123-reg you can use that domain name to set up email addresses which can be used for sending messages to you clients – existing and potential and communicating with anybody you like.

There are two easy ways of using your domain name for email and to create a personalised email address:

1. **Email forwarding**

   Email forwarding is a service 123-reg offer free of charge to all our customers. It means an email sent to one address can be bounced to another without being stored on our mail servers.

   You can create as many email addresses as you wish and forward them to an existing email address you own (including Yahoo, Hotmail or Gmail accounts).

   If you choose to use free email forwarding, you will **not** be able to **send** emails from your chosen personalised email address. In order to send emails from your personalised address, you will need a 123-reg mailbox.

2. **123-reg Mailbox**

   With a 123-reg mailbox, there are three different methods you can use to retrieve your email. You can choose to use just one method, or you can use all three methods.

   a) **123-reg Webmail**

   With 123-reg Webmail you can access email sent to your domain almost anywhere in the world.

   This is quite similar to Gmail, Hotmail or Yahoo and offers all the standard features you would expect from an email client like Microsoft Outlook but directly over the internet.

   b) **Email Client**

   An email client is a desktop application such as Microsoft Outlook Express, Mozilla Thunderbird, Eudora or Apple Mail. Email clients allow you to receive email to your PC.

   c) **Mobile Device**

   123-reg mailboxes can also be set up to mobile devices such as a BlackBerry or an iPhone allowing you to receive your emails 'on the go'.

123-reg Mailboxes

Why do I need a Mailbox?

If you require the ability to send email from your personalised email address i.e. you@yourdomain.com, you will need a 123-reg mailbox. With a mailbox from 123-reg, you can send and receive email using a personalised email address created from your domain name, making your communications look much more professional.

With a 123-reg mailbox you will be able to use our Webmail online application allowing you to access your emails whenever you want and wherever you are in the world. You will also be able to use it to download your email to a desktop email client such as Outlook or a mobile device such as a BlackBerry or iPhone.

How do I create Mailbox?

1. Log into your 123-reg control panel, scroll down the page to the **Email** section and click on the **Manage email** option.

2. Click on the **Create your email address** option.

3. Next to the **Email address** option, enter the prefix of your desired email address in the box on the left i.e. sales, info, admin etc. Then select the domain name you wish to set the email address up for from the drop down box to the right.

4. If you have unused allocated mailboxes on your 123-reg account, select **1 of my x remaining mailboxes** from the **Default destination** drop down box and go to step 5. If you do not have any unused allocated mailboxes on your 123-reg account, you will need to purchase a mailbox. Select the **Buy a new mailbox** option and follow the on screen instructions.

5. Enter a password into the relevant box and type it again in the **Repeat password** box.

6. Click on the **Save** button.

> **Tip: If you are still uncertain, why not try viewing our support video? Click on this link: Create an email address**

Webmail

With an active mailbox you can access email sent to your domain almost anywhere in the world via the free 123-reg Webmail application.

This is quite similar to Gmail, Hotmail or Yahoo and offers all the standard features you would expect from an Email client like Microsoft Outlook but directly over the internet.

To use the 123-reg Webmail system you need a 123-reg mailbox, if you have not yet purchased or created a mailbox for your domain name, please follow the instructions in the section above - **Creating a mailbox**.

To access Webmail, please follow the instructions below:

1. Log into your 123-reg control panel, scroll down the page to the **Email** section and click on the **Webmail** option.

Please Note: You can also access 123-reg Webmail by going to **https://webmail.123-reg.co.uk**.

2. Enter your mailbox name and password. This is the email address i.e. your.name@yourdomain.co.uk, and the corresponding password.

3. Click the **Login** button.

Interface: You have the option to select the interface for your Webmail session. Webmail comes with more than one interface which you can select, depending on the capabilities of your browser and preference.

More options: This gives you further features to choose for your webmail session. You can:

- Open your webmail in a new window

- Change the language in which to view your emails

- Remember your login details so you don't need to type these every time you wish to access webmail

Once logged in you will be able to send and receive emails from the email address you created.

Using the **Preferences** panel within webmail, you can modify the settings for your account. Personalise the account settings to your taste, specify the webmail interface to use and optionally enable mail-encryption and email-forwarding.

Tip: If you want to know more about 123-reg Webmail, please click **here** for some useful articles or you can view our **webmail downloadable guides**.

Setting up your email address to an email client on your computer

A mailbox will allow you to receive your emails via the domain name you have purchased through an email client for example Microsoft Outlook Express, Mozilla Thunderbird, Eudora or Apple Mail.

To do this, you need to add a new account to your email program. The exact way of doing this will vary depending on which program you use, but you usually need to find the **add new email account** option.

Please check the Email Clients section of the 123-reg support site for specific instructions for a variety of email clients, although armed with the information below you might be able to set things up yourself.

The Basics

Whatever Email client you are using you will need to add a new email account and you'll be asked to supply some details. This is the information you are likely to be prompted for by your email client:

- **Username**: This is the full email address (e.g. yourname@yourdomain.co.uk)
- **Password**: The password for the mailbox

For **POP3**:

- **Mail account type**: POP3
- **Incoming mail server (POP)**: pop.123-reg.co.uk
- **Outgoing mail server (SMTP)**: smtp.123-reg.co.uk

For **IMAP**:

- **Mail account type**: IMAP
- **Incoming mail server (IMAP)**: imap.123-reg.co.uk
- **Outgoing mail server (SMTP)**: smtp.123-reg.co.uk

When setting up your account in the email client, make sure you choose the **outgoing mail server requires authentication** option. The steps on how to do this will vary depending upon the email client that you are using, the steps and screen shots below are specifically for Outlook 2007:

In the window where you are configuring your mailbox, click on the **More Settings…** option. Click on the **Outgoing Server** tab select the tick box and click on the **OK** button.

> **Please Note: You should not select the SPA (Secure Password Authentication) option.**

Once you have entered the details, you can check they are correct by checking the account for email. When you do this, messages should be downloaded into your email program.

What are POP3 and IMAP?

POP3

Post **O**ffice **P**rotocol version **3**

By default POP3 stores your email on the mail server until it is downloaded by your email client or mobile device. When the email is downloaded onto your computer it is deleted from the server and you cannot view them using webmail or other clients. It is possible to configure your email client to 'leave messages on server' when using POP3 but this is not recommended, if this is your preference, you should use the IMAP protocol.

IMAP

Internet **M**essage **A**ccess **P**rotocol

IMAP is the more advanced email choice for today's modern world. It allows you to download your emails using webmail, your email client and your mobile device, where each will show all of your emails concurrently, deleting an email from one will delete from all. The added advantage is a backup of all your stored emails on the mail server, so should your pc crash, you do not lose your email history. IMAP is the recommended protocol to use for your email.

Setting up email on mobile devices

For information on adding a 123-reg mailbox to a mobile device, please refer to your handset user manual or contact your network provider for instructions on how to do so. You will need the following information:

Username: This should be your email address i.e info@yourdomain.com

Password: This should be your password for this email address.

Incoming Mail Server:

Host Name: If you select **POP**: pop.123-reg.co.uk

      If you select **IMAP**: imap.123-reg.co.uk

> **Tip: For mobile devices it is recommended that you use IMAP as this will allow you to also view your emails via webmail or an email client.**

Outgoing Mail Server:

Host Name: smtp.123-reg.co.uk

> **Please Note: If required, the outgoing mail server uses the same username & password as the incoming mail server.**

Setting up email on an iPhone

To set up your 123-reg mailbox on your iPhone, please do the following:

1. Go to **Settings** on the iPhone.

2. Go to **Mail**.

3. Select **Add Account**.

4. Choose **Other** from the options.

5. Choose **Add Mail Account**.

6. Type your **Name** e.g John Smith.

7. Type your Email Address in the **Address box** i.e
name@mydomain.com.

8. Type the **Password** for this email address.

9. Type a **Description** of your choice like
name@mydomain.com.

10. Choose either the **POP** or **IMAP** option.

11. Enter the information below into the relevant areas:

Incoming Mail Server

Host Name: If you selected **POP** in step 10: pop.123-reg.co.uk

> If you selected **IMAP** in step 10: imap.123-reg.co.uk

User Name: This should be your email address i.e john@mydomain.com

Password: This should be your password for this email address.

Outgoing Mail Server

Host Name: smtp.123-reg.co.uk

User Name: This should be your email address i.e john@mydomain.com

Password: This should be your password for this email address.

> **Please Note: If you receive an error stating "Cannot Connect Using SSL", select ON to Use SSL.**
>
> **For further support please contact your mobile service provider in regards to adding a POP3/IMAP account on your iPhone handset.**
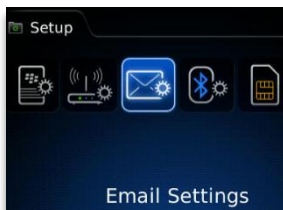
Setting up email on a BlackBerry

The steps to set up your 123-reg mailbox on your BlackBerry may vary slightly depending on the BlackBerry model that you have. The below instructions are specifically for the **Bold9700** model, however, further support can be found on the BlackBerry support site: http://uk.blackberry.com/support/.
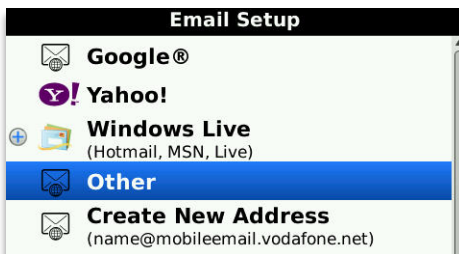
1. Click on **Setup.**

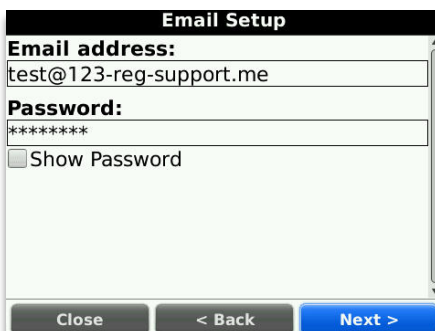**2.** Select **Email Settings**.

3. Select **Add.**

4. Select **Other**.

5. Enter your email address.

6. Enter the password for this email address.

7. Select **Next**. You will then get an **invalid** message, click **OK**.

8. Scroll down and re-enter the password.

9. Select the **I will provide the settings to add this email account** option.

10. Scroll down and select **Internet Service Provider Email (POP/IMAP)**.

> **Tip: For mobile devices it is recommended that you use IMAP as this will allow you to also view your emails via webmail or an email client.**
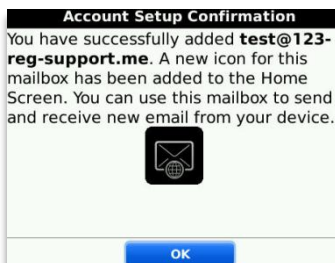
11. Enter the **Email Server**:

- If you selected **POP** in step 10: pop.123-reg.co.uk
- If you selected **IMAP** in step 10: imap.123-reg.co.uk

12. Enter the username i.e. the email address.

13. Click on **Next.**

14. Click **OK**.

You have now setup your email on your BlackBerry!

> **Please Note: If you require further support, please contact your mobile service provider in regards to adding a POP3/IMAP account on your BlackBerry handset.**

Email forwarding

What is email forwarding?

All domains purchased through 123-reg allow email forwarding for free.

This does what it says. You can create as many email addresses as you wish and forward them to an existing email address you own (including Yahoo, Hotmail or Gmail accounts).

You can receive emails through your existing email account for your new domain name and use an email address like yourname@yourdomain.co.uk as your public –facing email address.

> **Please Note: If you choose to use free email forwarding, you will not be able to send emails from your chosen personalised email address. In order to send emails from your personalised address, you will need a 123-reg mailbox. Please see the previous section of this guide 123-reg mailboxes.**

Setting up email forwarding

1. Log into your 123-reg control panel, scroll down the page to the **Email** section and click on the **Manage email** option.
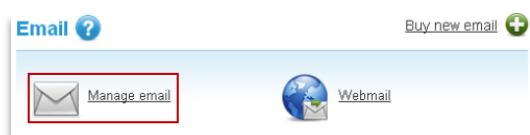
2. Click on the **Create your email forwarders** option.
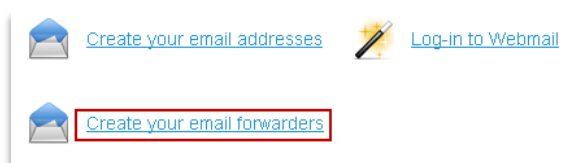
3. Next to the **Email address** option, enter the prefix of your desired email address in the box on the left i.e. sales, info, admin etc. Then select the domain name you wish to set the email address up for from the drop down box to the right.

4. In the **Forward email address** box, type in the email address you want the mail to go to.

> **Tip: You can set your email forwarding to forward email to more than one existing email account. For example if the domain name is for a business you can choose to send the email to two different email accounts owned by different partners or managers in the business. To do this simply click Add another and follow the steps 2-5 above for the second email account.**

5. Click on the **Save** button.

Your new email address is now ready. All email sent to the email address you set-up will now direct automatically to the email account you typed in as your Forward email address.

Catch-all forwarding and mailboxes

A catch-all will ensure that all email sent to your domain name will be forwarded to your mailbox or chosen forward email address – it literally "catches-all" email.

For example, if someone emails help@yourdomain.com, and you don't have this set up as an email address, the email would be sent back to the sender as undeliverable however, a catchall would prevent this from happening & you would receive the email.

To set up a catch-all email forwarder or mailbox, follow the instructions to create a mailbox or email forwarding rule, however, when you get to step 3, instead of entering a prefix, enter an asterisk (*****).

> **Please Note: Any specific email addresses that you set up for your domain name will not be included within a catch-all.**
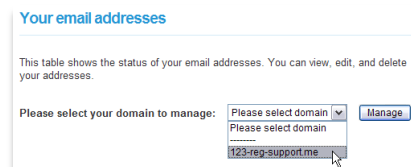
How do I change my email password?

> **Tip: If you have lost or forgotten your password, you can simply follow the below procedure to change your password to a new memorable password.**

1. Log into your 123-reg control panel, scroll down the page to the **Email** section and click on the **Manage email** option.

2. Find the mailbox that you wish to delete under the **Your email addresses** section by selecting the relevant domain name from the drop down box and clicking on the **manage** button.

3. Click on the corresponding **edit** link.

4. Under the **Change your Mailbox password** section, type your new password into the relevant box and type it again in the **Repeat new password** box.

5. Click on the **Save your new password** button.

> **Please Note: If you have set up your mailbox to receive emails in an email client such as outlook, you will need to edit your mailbox profile in your email client to reflect your new password.**

> **Tip: If you are still uncertain, why not try viewing our support video? Click on this link: Changing your email password.**

How do I create an email auto-response (out-of-office reply)?

To set up an auto response on your 123-reg mailbox, please follow the instructions below.
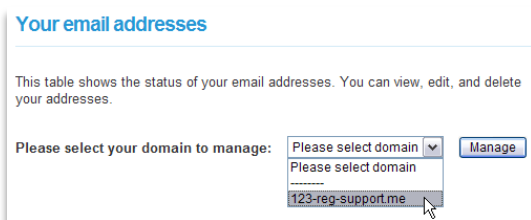
> **Please Note: This feature is only available on 123-reg mailboxes, it is not available to use with email forwarding.**

1. Log into your 123-reg control panel, scroll down the page to the **Email** section and click on the **Manage email** option.

Email   Buy new email ⊕

  ✉ Manage email   🌐 Webmail

2. Find the mailbox that you wish to set up an auto responder for in the **Your email addresses** section by selecting the relevant domain name from the drop down box and clicking on the **manage** button.

Your email addresses

This table shows the status of your email addresses. You can view, edit, and delete your addresses.

Please select your domain to manage: [Please select domain ▾]   [Manage]
                                         Please select domain
                                         ----
                                         123-reg-support.me

3. Click on the corresponding **edit** link.

Email Address	Destination	Spam Filter	Auto Responder	
catchall@123-reg-support.me	MAILBOX: View with Webmail	✔	✖	Edit
test@123-reg-support.me	MAILBOX: View with Webmail	✔	✖	Edit
*@123-reg-support.me	CATCHALL: catchall@123-reg-support.me	✔	✖	Remove

4. Scroll down to the **Edit your email preferences** section and click the **On** radio button next to the **Autoresponder** option.

Edit your email preferences

Spam filtering: ?   Edit Settings
Anti-virus protection: ?   ⦿ ON   ○ OFF
Auto responder: ?   ⦿ ON   ○ OFF
Auto responder message: ?

[   ]

[Save changes]

5. Type your message into the box below **Auto responder message**.

6. Click on the **Save changes** button.

> **Tip: If you are still uncertain, why not try viewing our support video? Click on the link below:**
> **Creating an email auto-response (out-of-office reply)**

How to I edit my spam filter settings?

Your 123-reg mailbox has an in-built spam filter to assist you in preventing Spam email from clogging your mail box. Occasionally, you may wish to alter the default settings of this protection.

There are two settings that can be amended Spam deleting level and Spam flagging level on a scale of 1-10. A score of 10 means that the email won't appear as spam, while a score of 1 means the email is definitely spam.

Please Note: You cannot set your Spam delete level to a setting that is higher than your Spam flag level.
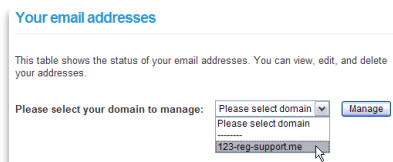
Tip: In order to set the spam settings to the weakest possible settings please choose 9 and 10. This will allow most emails to come through.

To edit the spam filter settings on your 123-reg mailbox or email forwarding, please follow the instructions below:

1. Log into your 123-reg control panel, scroll down the page to the **Email** section and click on the **Manage email** option.
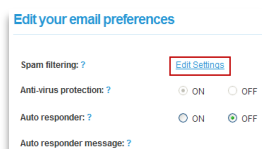

2. Find the mailbox that you wish to delete under the **Your email addresses** section by selecting the relevant domain name from the drop down box and clicking on the **manage** button.

3. Click on the corresponding **edit** link.

4. At the bottom of the page click on the **Edit Settings** link next to the **Spam filtering** option.

5. Use the drop down boxes to alter the spam flag levels.

Spam deleting level

Spam delete level: (from 1 to 10)   [4 ▾] (recommended 4)
Please select the score at which you wish to delete spam emails. You will never see these emails, as they will be deleted automatically.

Spam flagging level

Spam flag level: (from 1 to 10)   [5 ▾] (recommended 5)
Please select the score at which you wish to flag emails that look like spam. These emails will be delivered to your inbox clearly marked as spam.

[Save changes]

6. Click on the **Save changes** button.

Please Note: Anti-spam filtering is set at the domain level. Therefore, if you alter the settings on one email address, it will affect all the email addresses registered with the same domain.

Tip: If you are still uncertain, why not try viewing our support video? Click on the link below:
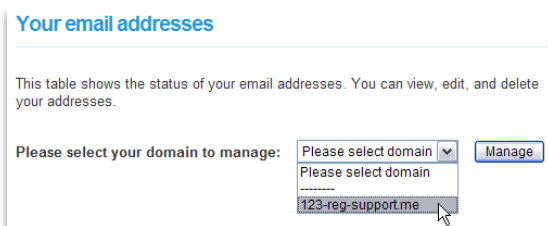**Edit spam filter settings**

Deleting an email address

How do I delete a mailbox?

If you wish to delete one of your mailboxes, please follow the steps below:

1. Log into your 123-reg control panel, scroll down the page to the **Email** section and click on the **Manage email** option.
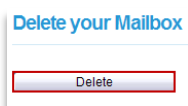

2. Find the mailbox that you wish to delete under the **Your email addresses** section by selecting the relevant domain name from the drop down box and clicking on the **manage** button.
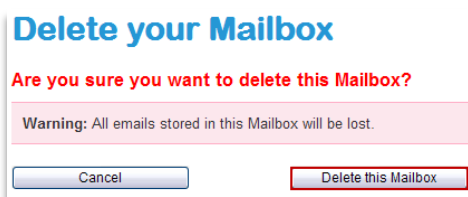

3. Click on the corresponding **edit** link.

4. Scroll down to the **Delete your Mailbox** section and click on the **Delete** button.

5. You will then be advised that by deleting the mailbox, you will lose all emails currently stored in it. To confirm that you wish the mailbox to be deleted click on the **Delete this Mailbox** button.

Please Note: If you delete a mailbox it will be re-credited to your mailbox quota available within the Control Panel.

Tip: If you are still uncertain, why not try viewing our support video? Click on this link: Deleting an email address.
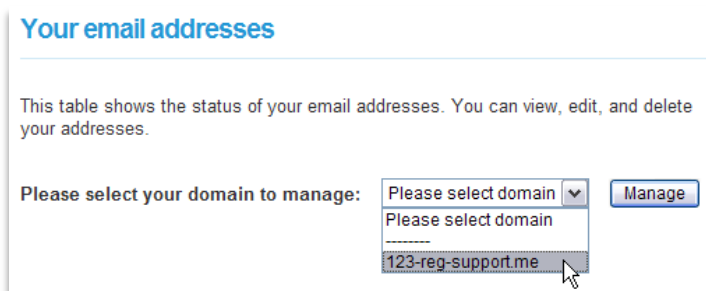
How do I delete an email forward?

If you wish to delete one of your email forwarding rules, please follow the steps below:

1. Log into your 123-reg control panel, scroll down the page to the **Email** section and click on the **Manage email** option.

2. Find the mailbox that you wish to delete under the **Your email addresses** section by selecting the relevant domain name from the drop down box and clicking on the **manage** button.

3. Click on the corresponding **edit** link.

> Please Note: If you are deleting a catch-all forwarding rule, click on the corresponding Remove link and follow the on screen instructions.

4. From the **Set your mail forwarding** menu click **Delete** if you wish to delete that email account

5. Confirm deletion by clicking **Delete forwarding.**

Troubleshooting

If you are having difficulty sending email via your email client like Outlook Express or Mozilla Thunderbird or are receiving 550 or 553 Relay Denied Error messages, the following simple checks should usually resolve the issue.

> **Please Note: The exact method for performing these checks differs depending on the software that you are using. The following instructions for are based on Outlook Express but most email clients are very similar.**

Are you using the 123-reg smtp server?

If not, in the first instance, we recommend changing your email client settings to use the 123-reg smtp server.

In order to send email securely through the 123-reg mail servers, the SMTP authentication option needs to be enabled within your email client software.

The steps on how to do this will vary depending upon the email client that you are using, the steps and screen shots below are specifically for Outlook Express:

To check this, please do the following:

1. Click the **Tools** menu at the top of the window and then click **Accounts**.

2. Click the **Mail** tab on the resulting Internet Accounts Window, and select your 123-reg e-mail account.

3. Click **Properties** to open the Properties dialogue box for your email account.

4. Under the **Outgoing Mail Server** heading, check the **My Server requires authentication** box and click **OK**.

> **Please Note: You may need to close down your email client and then restart it to activate any changes.**

Still experiencing problems?

5. Follow **steps 1 - 3** above.

6. Ensure the **Outgoing Ports** are detailed as either **Port 25** or **Port 587**.

> **Please Note: Some Internet Service Providers (ISPs) may block Port 25, so you may need to try both options. You may also need to contact your ISP to ask if their policy is to block use of a 3rd party SMTP server. If it is, your ISP will probably advise you to use their SMTP server and will provide you with their SMTP settings which you will need to insert instead of the above.**

> **Tip: If you log in to 123-reg webmail via https://webmail.123-reg.co.uk you will be able to send and receive email from anywhere in the world.**